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ABSTRACT

This self-study and evaluation guide on vocational services is one of 28 guides designed for organizations who are undertaking a self-study as part of the process for accreditation from the National Accreditation Council (NAC) for agencies serving the blind and visually handicapped. Provided are lists of standards to be appraised by the self-evaluation teams or the extent to which the organization meets the standards (excellent, satisfactory, adequate, poor, minimal, and not applicable). Areas of standards considered are planning for vocational services; vocational rehabilitation personnel; vocational evaluation; work adjustment; vocational training; placement, followup, and post-employment; and evaluation. Throughout the guide, space is provided for written comments to be made such as an explanation of a rating or why a standard did not apply. The concluding part of the guide provides six questions, which permit the agency to describe its plan for continuing evaluation and improvement of vocational services. (Other accreditation guides are available--see note.) (JH)

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SELF-STUDY AND EVALUATION GUIDE

# *Vocational Services*

**NATIONAL ACCREDITATION COUNCIL**
**For Agencies Serving the Blind and Visually Handicapped**

79 Madison Ave.
New York, N.Y. 10016

CE 019 455

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
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## INSTRUCTIONS

Two steps should precede the use of this Section:

1. *Section A, Manual of Procedures,* should be read for an understanding of the overall framework and governing principles of the self-study and accreditation process.

2. *Section B, Agency and Community Profile,* should be reviewed, since it embraces the statement of the agency's philosophy of service and program objectives, an indispensable base for evaluation of its work.

* * * * *

All key personnel including members of the agency self-study committee should use this section of the *Self-Study and Evaluation Guide* in studying this aspect of its program.

In the parentheses ( ) preceding the standard, insert a symbol according to the following system to indicate the extent to which agency practice meets the standard:

*E - Excellent.* The agency meets the standard to the fullest extent and functions excellently in regard to it.

*S - Satisfactory.* The agency meets the standard to the fullest extent and functions well in regard to it; or it meets the standard to a satisfactory extent (i.e., not full coverage) and functions excellently in regard to it.

*A - Adequate.* The agency meets the standard to a satisfactory extent and functions acceptably in regard to it.

*P - Partial.* The agency meets the standard to a satisfactory extent but functions poorly in regard to it; or it meets the standard to a partial extent but functions acceptably in regard to it.

*M - Minimal.* The agency meets the standard only to a partial extent and functions poorly in regard to it; or it makes no provision for meeting the standard.

*NA* - The standard does not apply to the agency. Explain under "comments."

*Comments.* Just as not all of the standards necessarily apply to all agencies, not all activities of a particular agency are necessarily covered by certain standards. The space provided under *Comments* should be used to note any important feature or characteristic of the agency's activities relating to the subject but not explained by the standard or rating. Such notations may be supplemented, if necessary, by supporting data attached to the end of the Section, and by cross-references to other sections of this *Self-Study and Evaluation Guide.* Other comments to explain the agency's rating may also be included here.

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## SELF-STUDY AND EVALUATION GUIDE

## SECTION D-6, VOCATIONAL SERVICES

**1975 Edition**

This section of the *SELF-STUDY AND EVALUATION GUIDE* is designed for use in conjunction with the other sections listed below.* Any agency undertaking a self-study will need the first seven sections listed below plus all *D* sections pertaining to the agency's services, an *E* form for each administrative, professional and technical staff member.

The guides may be ordered in separate sections according to each agency's needs from the National Accreditation Council for Agencies Serving the Blind and Visually Handicapped, 79 Madison Avenue, New York, N. Y. 10016

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| E | Individual Staff Member Information Form |
| F | Evaluation Summary and Report |

*A special guide is available for residential schools *(SELF-STUDY AND EVALUATION GUIDE FOR RESIDENTIAL SCHOOLS)*.

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D-6

# VOCATIONAL SERVICES

## INTRODUCTION

The Standards for Vocational Services were first published by the Commission on Standards and Accreditation (COMSTAC) in 1966. This was a pioneering effort to improve services for blind and other visually handicapped persons by utilizing national standards of sound practice and the process of accreditation. The first edition of the Self-Study and Evaluation Guide was published in 1968 for use in the accreditation program.

Since these standards were codified, changes have occurred in state and federal statutes that have affected vocational service programs. One significant legislative development was the enactment of Public Law 93-112, the Rehabilitation Act of 1973, as amended. Its emphasis upon comprehensive rehabilitation services, provision of services to the severely disabled, increased involvement of the persons served, and measurement of results obtained, has been reflected in the vocational services standards.

The revision of these standards was undertaken to insure that they remain timely and relevant. Participation in the revision included accredited and non-accredited agencies, original formulators of the standards, interest groups, consumer organizations, and the total field. A technical committee studied the recommendations of participants and prepared its proposed revisions which were submitted to a national review. The final report was prepared after the suggestions from the national review were assessed by the committee and presented to the Commission on Standards. This review was begun in 1973 and completed in 1975 with the results reflected in the standards herein.

### Purpose of the Standards

NAC standards represent what is considered "best practice" in the field. They are intended to assist agencies in developing sound management and in providing the most effective forms of service delivery. They serve as quality controls to safeguard the persons receiving the service and those funding it. They are intended to be reasonably attainable and are neither the ideal nor the optimum. At the same time they offer stimulation for improvement. Finally, they are designed to foster measurement of the extent to which vocational services objectives have been achieved, in addition to assessing the characteristics that contribute to a quality program.

The standards for vocational services are intended to enable the blind or visually handicapped person to make effective use of personal and community resources to obtain suitable employment. Vocational services may include a range of activities: vocational evaluation, work adjustment,

vocational training, placement, followup and post-employment services. Each of these services may be provided directly, through purchase of service, by referral, or in combination. Such services are based on the rehabilitation counseling relationship. This involves a process of purposeful interaction in which coulselor and person served focus actively on his interests, aptitudes and other resources in order to develop a rehabilitation objective expressed in an individualized written rehabilitation program. Working together, they insure that specified services are provided in order to assist the blind or visually handicapped person to achieve a vocational rehabilitation goal based on that program.

Vocational Evaluation includes a comprehensive study of pertinent medical, psychological, vocational (including work attitudes, habits and behavior, and ability to learn occupational skills), educational, cultural, social and environmental factors which pertain to the individual's circumstances and rehabilitation potential.

Work Adjustment Services are for the purpose of developing and maintaining those individual capacities necessary to pursue an optimal level of vocational development, and may include work experience, work conditioning and work tolerance through actual or simulated work.

Vocational Training is provided to prepare one for gainful employment through the provision of appropriate training opportunities, as well as maintenance, books, equipment, counseling, services to the family and other goods and services to achieve the vocational rehabilitation goal.

Placement, Followup and Post-Employment Services are provided after training. Placement is the process of providing an employment opportunity consistent with the interests and abilities of the individual. It includes services to advise the individual of relevant job market information, place and orient him to a specific job, promote an understanding between job applicant and prospective employer and other services to insure stable, gainful employment. Followup services include further communications, as needed, between counselor, worker and employer, for a period of at least sixty days to insure successful placement. Post-employment services are the continuing provision of goods and services based on individual need after a formal followup is accomplished, in order to assure ongoing employment.

Throughout the course of vocational services, the person served is involved in planning, decision-making and evaluating the results of the services received. In addition, the agency evaluates the aggregate vocational rehabilitation needs of those served and the extent to which existing agency or community service meets those needs. The results of these assessments are fed into the planning cycle and furnish a basis for continuous strengthening of the vocational services program.

## THE STANDARDS

### 1. PLANNING FOR VOCATIONAL SERVICES

( ) 1.1 PHILOSOPHY. The agency's vocational services are consistent with its statement of philosophy of service and program objectives as approved by its governing body or other suitable authority.

*Comments:*

( ) 1.2 PURPOSE. The vocational service program is designed to meet the full vocational rehabilitation needs of persons served.

*Comments:*

( ) 1.3 POPULATION SERVED. The agency identifies a population of blind or other visually handicapped persons in the community who could benefit from vocational services.

( ) 1.3.1 Children, aged persons, severely disabled and other special populations are eligible for service.

( ) 1.3.1.1 In accordance with the Rehabilitation Act of 1973, blind or visually handicapped persons with additional or severe disabilities are considered to have priority for services.

( ) 1.3.1.2 Every specific vocational service provided is based on established need according to individual assessment.

*Comments:*

( ) 1.4 PLANNING. Vocational rehabilitation services use a planning system to establish annual program goals and objectives: the planning system includes the organization's governing authority, staff, persons served, and interested individuals and groups.

*Comments:*

( ) 1.5 STRUCTURE. The structure, organization and administration of vocational services relate to relevant NAC standards for Agency Function and Structure, Accounting for Services and Finances, Personnel Administration and Volunteer Services, Physical Facilities and Public Relations and Fund Raising.

( ) 1.5.1 The agency's organizational chart and job descriptions indicate the status and location of vocational services and their relationship to other activities within the agency.

( ) 1.5.2 Provisions are made for related administrative functions, e.g., program planning and evaluation, staff development, medical consultation, expansion and improvement of services to the multihandicapped, and affirmative action for equal opportunity for the handicapped person.

*Comments:*

( ) 1.6 PRINCIPLES OF SERVICE. The agency applies its established policies regarding fees, confidentiality and nondiscrimination in the provision of vocational services.

*Comments:*

( ) 1.7 ADMINISTRATION OF THE VOCATIONAL SERVICE PROGRAM. All vocational services needed to assure gainful employment are provided either directly by the agency, or by purchase of service, referral, or in combination.

( ) 1.7.1 Continuity of Service. The vocational service agency cooperates and coordinates with all other available services in a given service area to avoid duplication and competition and provide the full range of vocational services required.

( ) 1.7.2 When a vocational service is provided by a resource other than the vocational service agency, the service meets appropriate standards as evidenced by certification, license, accreditation or other means.

( ) 1.7.3 Vocational services of the agency are provided by qualified personnel who receive appropriate supervision and inservice training. The agency provides suitable facilities and equipment for its rehabilitation personnel with the necessary tools for flexible and individualized service.

( ) 1.7.4 The vocational rehabilitation caseload is of a manageable and efficient size, allowing for the geographic area served, the proficiency and professional development of the worker and the characteristics of the blind and visually handicapped population to be served.

( ) 1.7.5 Significant decisions affecting the provision of vocational services are made jointly with the person served and noted in the service record.

( ) 1.7.6 Cases are closed unsuccessfully from vocational evaluation, work adjustment, or vocational training, only when it has been determined that there is no reasonable expectation that the vocational services objectives can be achieved. Whenever a case is closed unsuccessfully, the following actions are taken, either by the agency providing the service or the sponsoring agency:

( ) 1.7.6.1 The reason for the closure is identified and the individual is notified.

( ) 1.7.6.2 The individual is advised of the availability of an administrative review or fair hearing.

( ) 1.7.6.3 The individual may be referred for appropriate service elsewhere in the community and may be encouraged to reapply for service in the future.

( ) 1.7.6.4 There is a review of the closure at least annually whenever practical, and the individual is given opportunity for full consultation in the reconsideration of the decision, and invited to present any new pertinent information.

( ) 1.7.7 Statistical data are compiled to reflect, among other things:

( ) 1.7.7.1 Population served, individual needs, goals and other pertinent information about persons referred for service;

( ) 1.7.7.2 Characteristics of those accepted and those not accepted for service;

( ) 1.7.7.3 Nature of services provided; and,

( ) 1.7.7.4 The results of services in terms of the established objectives.

( ) 1.7.7.5 These statistical data are used in evaluating service effectiveness and in program planning.

*Comments:*

## 2. VOCATIONAL REHABILITATION PERSONNEL

( ) 2.1 PROVISION OF VOCATIONAL SERVICES. Vocational services are provided by rehabilitation counselors and other qualified personnel.

*Comments:*

( ) 2.2 QUALIFICATIONS OF STAFF. Rehabilitation counseling personnel are the basic planners, coordinators and providers of vocational services.

( ) 2.2.1 Rehabilitation counselors possess the requisite attitudes (such as respect for the dignity of the individual and motivation for helping) as well as knowledge and skills for assisting an individual to find personal and other resources which can be used in achieving a suitable rehabilitation goal.

( ) 2.2.2 Rehabilitation counseling personnel generally are employed at three levels which approximate the following roles and qualifications:

( ) 2.2.2.1 Level I. The Rehabilitation Aide assists in selective supportive tasks (such as arranging necessary evaluations and exploring placement opportunities) under direct supervision.

( ) 2.2.2.1.1 Qualifications for this position include: high school education or the equivalent, and experience in human services, or significant personal knowledge of the special needs of blind or other visually handicapped people.

( ) 2.2.2.2 Level II. The Entry Rehabilitation Counselor assumes primary responsibilities, under appropriate supervision, for a range of rehabilitation counseling tasks with selected individuals; e.g., helping him through a counseling relationship to know and accept himself; undertaking vocational evaluation; preparing and utilizing an individualized written rehabilitation program; and helping the person to secure suitable gainful employment.

( ) 2.2.2.2.1 Qualifications for this position include: a master's degree from an accredited university program in rehabilitation counseling or a closely related field of human behavioral studies, or a bachelor's degree from an accredited college or university in an appropriate area of human behavioral studies and four years successful experience in a human service setting.

( ) 2.2.2.3 Level III. The Senior Rehabilitation Counselor assumes primary responsibilities for the full range of rehabilitation tasks and may be assigned related functions such as supervision of other rehabilitation personnel.

( ) 2.2.2.3.1 Qualifications for this position include: a master's degree from an accredited university program of rehabilitation counseling, or a master's degree in a closely related field of human behavior studies and two years successful experience as an entry rehabilitation counselor.

( ) 2.2.3 Collaborative Personnel. Various other vocational services personnel are utilized by the agency or other resources to provide the full range of services. These personnel include:

( ) 2.2.3.1 The placement worker who specializes in working with the labor market to help the individual find the most appropriate employment;

( ) 2.2.3.2 The vocational evaluator whose focus is upon identifying need for and securing evaluations, organizing and utilizing the results in establishing the vocational rehabilitation potential of the individual;

( ) 2.2.3.3 The rehabilitation psychologist who is concerned with evaluating and treating mental and emotional factors in vocational rehabilitation;

( ) 2.2.3.4 The industrial arts teacher, the teacher of occupational subjects, the work adjustment specialist and other personnel who assist the individual to prepare for gainful employment.

( ) 2.2.4 Qualifications for rehabilitation counseling and all other specialized vocational services personnel are consistent with the requirements established by appropriate professional organizations or applicable certification programs.

*Comments:*

## 3. VOCATIONAL EVALUATION

( ) 3.1 PURPOSE. Vocational evaluation services are provided on a systematic, organized basis for the purpose of exploring with an individual his physical, intellectual, emotional and occupational attributes and interests in order to achieve a goal of suitable gainful employment.

*Comments:*

( ) 3.2 PATTERN AND SCOPE. Vocational evaluation services are provided, based on clearly defined written policies, as part of an integrated, coordinated program of vocational rehabilitation services.

( ) 3.2.1 The person served is actively involved in the vocational evaluation process and his family may participate with his consent.

( ) 3.2.2 The evaluation includes a comprehensive assessment of various areas including:

( ) 3.2.2.1 An initial diagnostic study of pertinent visual, hearing and other health factors.

( ) 3.2.2.1.1 Written reports of these studies are received upon referral from the referring source.

( ) 3.2.2.2 Further evaluations are provided, as needed, to assess intelligence, educational achievement, functional living skills, mobility, and social, psychological, cultural, financial (S.S.I., S.S.D.I., VA Disability benefits and other income) and environmental factors which bear upon the individual's abilities, interests and vocational rehabilitation potential.

( ) 3.2.2.3 An appraisal of the individual's work experience, vocational aptitudes and ability to acquire occupational skills; an evaluation of ability to develop work attitudes, work tolerances and behavioral patterns suitable for job performance; and an appraisal of the availability of work opportunities in the community.

( ) 3.2.2.3.1 This appraisal includes opportunities to explore and try out a range of occupational areas beginning with those of the individual's own selection.

( ) 3.2.2.3.2 The individual, during the appraisal, has opportunities to participate in tasks related to the world of work that are compatible with individual interests and attitudes.

( ) 3.2.2.4 Real or simulated work experiences, including work samples and experience in a variety of settings, are provided to permit individualized assessments of ability.

( ) 3.2.2.5 The sources of evaluative information include current reliable referral information, interviews with the person served and his family (if appropriate), diagnostic studies, testing and examination by qualified personnel.

( ) 3.2.3 The scope and duration of the vocational evaluation are individualized based on each person's circumstances.

( ) 3.2.3.1 Evaluation may continue for up to eighteeen months, if needed, in order to effectively evaluate vocational potential.

( ) 3.2.3.2 Vocational evaluation is utilized for persons of varying ages in order to insure full opportunity for gainful employment.

( ) 3.2.3.2.1 Adolescent youth under age 16 are provided vocational evaluation services by the vocational service agency or through a cooperative arrangement with an educational program to prepare them vocationally.

( ) 3.2.3.2.2 Senior citizens may receive vocational evaluation services to prepare them for gainful employment opportunities suited to their age and abilities.

( ) 3.2.4 Upon completion of the vocational evaluation, the findings are utilized by the person served and counselor in developing an individualized written rehabilitation program.

*Comments:*

( ) 3.3 MEASURING RESULTS. The person served, counselor and appropriate staff review the extent to which an individualized written rehabilitation program reflects the individual's vocational goal as developed during the evaluations.

*Comments:*

## 4. WORK ADJUSTMENT

( ) 4.1 PURPOSE OF WORK ADJUSTMENT SERVICES. Work adjustment services are designed to further prepare one for vocational training or gainful employment commensurate with individual interests and abilities and based on his individualized written rehabilitation program.

*Comments:*

( ) 4.2 PATTERN AND SCOPE. Individualized work adjustment services are provided, based on clearly defined written policies, as part of an integrated, coordinated program of vocational rehabilitation services.

( ) 4.2.1 These services include, but are not limited to, training in the following areas: sensory-motor; hearing and listening efficiency; speech; touch; smell; kinesthetic perception; memory and recall; motor skills and the use of residual vision.

( ) 4.2.2 Communication skills training: training in communication skills may include reader services, braille and typing, specialized job-related language, use of tools and telecommunications, sensory and other technological aids and devices.

( ) 4.2.3 Orientation and mobility training: The provision of those aids, methods, services and skills to enable the blind or visually handicapped to move from place to place with confidence, safety and purpose is available to insure independent travel in securing gainful employment.

( ) 4.2.4 Job seeking skills: Instruction and practice in occupational exploration, job application and employment interviews are provided as needed.

( ) 4.2.5 Job maintenance skills: The individual is taught interpersonal and employment skills, work habits, orientation to work practices, and grooming and other personal habits related to employment.

( ) 4.2.5.1 General training is provided in a variety of job-oriented skills such as machine work, bench work, clerical tasks, sales and merchandising, service or manual tasks, or farming.

( ) 4.2.5.2 A variety of real or simulated work samples and other work experiences are provided to develop competitive work traits as found in the community and give one exposure to the demands of a real work situation.

( ) 4.2.5.3 The agency shares labor market information with the person served, indicating the kinds of job opportunities, equipment and working conditions that exist in the community.

*Comments:*

( ) 4.3 UTILIZATION OF WORK ADJUSTMENT SERVICES. Progress in all work adjustment areas, including problems and successes in overcoming deficiencies, are observed and used by the individual and counselor in further planning.

( ) 4.3.1 The rehabilitation counselor consults with other rehabilitation staff as needed on the progress in work adjustment.

*Comments:*

( ) 4.4 COMPLETION OF WORK ADJUSTMENT SERVICES. Upon completion of work adjustment services, the individual and the counselor together review results of the work adjustment services to plan the next step.

*Comments:*

( ) 4.5 MEASURING RESULTS. The person served, counselor and other appropriate staff evaluate the extent to which the work adjustment services prepare the individual for vocational training or gainful employment according to his individualized written rehabilitation program.

*Comments:*

## 5. VOCATIONAL TRAINING

( ) 5.1 PURPOSE. Vocational training is designed to enable the person to prepare for entry or reentry into gainful employment commensurate with individual interests and abilities and based on the individualized written rehabilitation program.

*Comments:*

( ) 5.2 PATTERN OF SERVICE. Vocational training is provided as part of an integrated, coordinated program of vocational rehabilitation services.

( ) 5.2.1 Cooperative arrangements with the state vocational service agency and other vocational service agencies are established to facilitate the training of blind or visually handicapped persons and serve to clarify referral conditions, areas of responsibility, financial arrangements and reporting requirements.

( ) 5.2.1.1 Cooperative arrangements among various agencies providing vocational services are reviewed at least annually.

*Comments:*

( ) 5.3 COOPERATION WITH THE TRAINING SECTOR. Relationships with local industry, vocational and technical schools and employment agencies are established and maintained to help open up and utilize training opportunities for blind or visually handicapped persons.

*Comments:*

( ) 5.4 SCOPE. Vocational training is based on the individualized written rehabilitation program and may include but is not limited to the following:

training in an accredited college, university, business or vocational school;

on-the-job training;

services to one's family that contribute to promoting vocational rehabilitation objective;

maintenance or transportation to enable the client to attend training program;

books, training materials, occupational licenses, tools and equipment to accomplish training;

training to operate a business enterprise;

counseling services;

other goods and services necessary to achieve the vocational training objective.

( ) 5.4.1 Upon completion of vocational training, the individual and counselor review the results of that service and plan the next step.

*Comments:*

( ) 5.5 MEASURING RESULTS. The person served, counselor and other appropriate staff evaluate the extent to which vocational training prepares the individual for gainful employment based on an individualized written rehabilitation program.

*Comments:*

## 6. PLACEMENT, FOLLOWUP AND POST-EMPLOYMENT

( ) 6.1 PURPOSE. Placement, followup and post-employment services are provided to insure a gainful employment opportunity consistent with individual abilities and interests.

*Comments:*

( ) 6.2 PATTERN OF SERVICE. Placement, followup and post-employment services are provided in accordance with clearly defined written policies, as part of an integrated, coordinated program of vocational rehabilitation services.

*Comments:*

( ) 6.3 PLACEMENT PRINCIPLES. The client is helped to obtain placement based on the individualized written rehabilitation program.

( ) 6.3.1 The vocational service agency accepts responsibility for the placement of all blind or visually handicapped persons accepted for rehabilitation services.

( ) 6.3.2 Placement is considered suitable if it achieves the goals of the person served, including the following criteria:

( ) 6.3.2.1 The work performed is consistent with the client's interests, aptitudes, skills and abilities.

( ) 6.3.2.2 Employment is stable and remuneration and working conditions conform to applicable state and federal statutory requirements.

*Comments:*

( ) 6.4 DEVELOPMENT OF EMPLOYER INTEREST. There is a planned program to develop employer interest in hiring blind or visually handicapped workers.

( ) 6.4.1 The vocational service agency actively seeks out employers and maintains contacts with employer organizations, employment agencies, unions and their appropriate officials.

( ) 6.4.2 The Affirmative Action Provision of the Rehabilitation Act of 1973 and other pertinent legislation is used as a guide and basis for seeking placement opportunities.

( ) 6.4.3 Results of the program to develop employer interest are systematically evaluated for use in planning for placement.

*Comments:*

( ) 6.5 JOB ANALYSES. The agency conducts an ongoing program to analyze specific jobs to determine their suitability for performance by blind or visually handicapped persons.

( ) 6.5.1 A cooperative agreement with the state employment service and other employment agencies is arranged in order to utilize the job analyses prepared by their trained occupational analysts.

*Comments:*

( ) 6.6 JOB MARKET DATA. There is a continuing program to keep up to date information on the type of jobs currently being performed in business and industry which could be accomplished by qualified blind or visually handicapped persons.

( ) 6.6.1 Pertinent data and reports of labor market reviews, employment trends and employment opportunities are utilized in the placement program.

( ) 6.6.2 Cooperative agreements are maintained with appropriate agencies and organizations for obtaining useful job market information.

*Comments:*

( ) 6.7 JOB SURVEYS. A written report of each job survey made of a business or industrial establishment is available for the use of vocational rehabilitation workers.

( ) 6.7.1 Survey reports contain information on the nature of each job, working conditions, personnel employed, employer requirements which might have special effects on the blind or visually handicapped employee, availability of transportation, salary and benefits information and contact person.

*Comments:*

( ) 6.8 ORIENTATION TO JOB. There is an established procedure for introducing and orienting an individual to the job.

*Comments:*

( ) 6.9 PRE-PLACEMENT UNDERSTANDING. Prior to placement, there is an understanding between job applicant and employer relative to the terms and conditions of employment.

( ) 6.9.1 Job applicant and employer are in accord with the conditions of employment, fully understand their agreement, and assume reciprocal responsibility for meeting the terms of the pre-placement understanding.

*Comments:*

FOLLOWUP

( ) 6.10 FOLLOWUP PROCEDURE. There is an established procedure for assessing the employment status of the individual after placement, and for insuring continued satisfaction of employee and employer.

( ) 6.10.1 Followups are conducted as indicated and for at least sixty days after placement.

( ) 6.10.2 Remuneration, working conditions and the extent to which placement achieves the individual's vocational goal (as expressed in the individualized written rehabilitation program) are assessed.

( ) 6.10.3 Provision is made for the individual or his employer to contact the counselor if the need arises.

*Comments:*

POST-EMPLOYMENT

( ) 6.11 POST-EMPLOYMENT SERVICES. When it is determined that additional goods and services are required to assure successful employment for a person following placement and followup, because of individual need, the vocational services agency endeavors to make such services available.

( ) 6.11.1 Post-employment services are individualized in regard to the nature of goods and services required and the time period utilized.

( ) 6.11.2 Post-employment services are reviewed regularly to assure that they are used to promote the goals of effective placement and optimum possible independence on the part of the rehabilitated person.

*Comments:*

( ) 6.12 MEASURING RESULTS. Results of placement, followup and post-employment services in effecting appropriate, satisfying placement in gainful employment, are assessed and systematically reported.

*Comments:*

## 7. EVALUATION

( ) 7.1 PURPOSE. The vocational service agency has an evaluation system to measure results in accomplishing its goals and priorities consistent with its statement of philosophy, the objectives of its vocational services program, and the written rehabilitation programs of those served.

*Comments:*

( ) 7.2 SCOPE OF EVALUATION. Program evaluation is an ongoing part of vocational services, beginning with planning and including assessment of counseling, vocational evaluation, work adjustment, training, placement, followup and post-employment services.

*Comments:*

( ) 7.3 PARTICIPATION IN EVALUATION. Agency board, administrators, counselors, collateral rehabilitation staff, persons from the target population, and employers participate in the evaluation of the vocational service program.

( ) 7.3.1 Community groups or individuals participate in the evaluation as indicated, as well as other persons not directly involved, in the vocational service delivery system.

*Comments:*

( ) 7.4 FREQUENCY OF EVALUATION. Evaluations are conducted and reported in writing on a regularly scheduled basis and become an integral part of the agency's management information system.

*Comments:*

( ) 7.5 GOALS OF EVALUATION. Evaluations are planned to assess numerous factors, including the extent to which:

( ) 7.5.1 The person served is involved in determining each of the vocational services provided.

( ) 7.5.2 Comprehensive individualized vocational services are available and promptly provided.

( ) 7.5.3 The target population is served with priority service provided for the most severely disabled.

( ) 7.5.4 Counseling, vocational evaluation, work adjustment, vocational training and placement and post-placement services are relevant to individual needs.

( ) 7.5.5 Vocational service and support activities are efficient, effective, and contribute to the achievement of gainful employment commensurate with each individual's rehabilitation objective.

*Comments:*

( ) 7.6 FEEDBACK INTO PROGRAM PLANNING. Strengths, weaknesses and other evaluation findings are systematically integrated into the agency planning and budgeting cycle.

*Comments:*

## PROGRAMMING FOR IMPROVEMENT

It is desirable for agencies to develop plans for improving vocational services. Such planning usually flows from the ongoing evaluation in a continuous cycle of planning, implementation and assessment. The strengths and weaknesses uncovered through the self-study and evaluation process can assist in the development of a timetable for effecting further improvements. Participants in the planning include agency board, staff and persons served, as well as other concerned individuals and community groups.

The following six questions are designed to permit the agency to describe its plan for continuing evaluation and improvement of vocational services. The questions also will help the Commission on Accreditation evaluate the agency in terms of one of the Commission's governing principles: "If deficiencies exist, the agency is willing to remedy them, and gives evidence of being capable of effecting the needed remedies within a reasonable period of time."

It should be borne in mind that the principles of evaluation and planning for improvement apply equally to stronger as well as weaker areas of vocational services. The questions that follow should be answered by indicating both: (a) further improvements planned where the standards presently are met and (b) specific plans for improvement where the standards presently are not met.

1. What improvements were made in the previous agency fiscal year?

2. What improvements are under way in the present agency fiscal year?

3. What improvements are definitely planned for the succedding agency fiscal year?

4. What improvements are contemplated in your long-range planning?

5. How are these improvements related to the ongoing planning and evaluation processes of the agency?

6. How have the agency's vocational services affected the impact of its programs and services upon tne persons served?

Name of Agency_____ Date_____

Committee Chairman_____

Name_____ Signature_____

Name_____ Signature_____

Name_____ Signature_____

Name_____ Signature_____

Name_____ Signature_____

## SELECTED REFERENCES

DOCUMENTS:

Commission on Accreditation of Rehabilitation Facilities. Standards Manual for Rehabilitation Facilities. Chicago: 1973.

Commission on Standards and Accreditation. THE COMSTAC REPORT: Standards for Strengthened Services. New York: The National Accreditation Council, 1966.

Cull, John G. and Hardy, Richard E. Adjustment to Work. Springfield, Illinois: Charles C. Thomas, 1973.

Research and Training Center. Measurement of Outcomes, A Report from the Study Group on Measurement of Outcomes, First Institute on Rehabilitation Issues, April 15-17, 1974 (Denver, Colorado). Institute, West Virginia: Research and Training Center.

Richterman, Harold and Rusalem, Herbert. Project No. 14-P-55047/2-03: Multi-Handicapped Blind Persons Can Work. New York: National Industries for the Blind, 1972.

United States Department of Labor. Occupational Outlook Handbook, 1974 Edition, Bulletin 1785. Washington, D.C.: U.S. Government Printing Office, 1973.

Vocational Evaluation and Work Adjustment Services in Vocational Rehabilitation. Tenth Institute on Rehabilitation Services. Menomonie, Wisconsin: Materials Development Center, 1972.

RELATED PROJECTS:

National Council of Rehabilitation Counseling Certification. Independent Council formed by the ARCA-NRCA Joint Committee on Certification of Rehabilitation Facilities.

Vocational Evaluation and Work Adjustment Services Project, National Rehabilitation Association, Washington, D.C.

JOURNALS:

Journal of Rehabilitation. Washington, D.C.: National Rehabilitation Association.

Rehabilitation Counseling Bulletin. Washington, D.C.: American Personnel and Guidance Association.

The Social and Rehabilitation Record. Washington, D.C.: U.S. Department of Health, Education and Welfare.

RELEVANT LEGISLATION:

The Rehabilitation Act of 1973, PL 93-112. Washington, D.C.: U.S. Government Printing Office.

The Rehabilitation Act Amendments of 1974, PL 93-516. Washington, D.C.: U.S. Government Printing Office.